



Wisconsin Department of Corrections

Governor Tony Evers | Secretary Kevin A. Carr

McNaughton Correctional Center

Date: July 7th 2023

To: MCC Staff and Persons In Our Care (PIOC)

From: Superintendent Kosbab

Re: Video Visits

Beginning in July 2023 will begin a phased approach to replace ZOOM visits with a virtual visiting platform provided by ICS Solutions. This new service comes with benefits resulting in increased opportunities for video visits as a supplement to in-person visitation.

- To schedule and participate in ICSolutions video visitation, family and friends **must** be on the DOC approved visitor list. They must also have registered an account with ICSolutions and schedule their video visits at www.icsolutions.com.
- A specific Party ID is required on the registered account. Institutions will provide persons in our care the specific Party ID along with the names as listed on the approved visitor list.
- Family and friends may begin registering at www.icsolutions.com once they are provided their party ID by the PIOC. A visitor should only have one party ID, even if visiting multiple PIOC.
- The information registered on the ICSolutions account **must match** the information exactly as submitted on the approved WI DOC visitor application.
- Questions or difficulties registering an account should be directed to [customer service](http://customer.service) on the ICSolutions website. Any issues with party ID can be directed to DOCDAIElectronicsVisitSupport@wisconsin.gov. MCC staff cannot help with party ID questions.
- Party IDs have already been added for visitors that participated in video visitation at MSDF.
- For the first 6 months of implementation, each PIOC may receive one (1) free video visit per week, provided institution operations are able to accommodate.
- Additional visit opportunities may be available at the cost of \$2.50 per visit, up to 12 paid visits

per month conditional to the operations of the facility.

- The virtual visit time slots will be approximately 25-26 minutes in length.
- Information and updates will be shared on the DOC public website as well as within the facilities.
- Each institution shall post on the WI DOC public website and communicate to the PIOC, their specific procedures related to video visitation.
- ZOOM visits for family and friends will discontinue when ICS video visitation begins.
- This program will be reviewed after 6 months of implementation.

- **The PIOC is responsible for providing the approved visitor with their specific Party ID**

MCC VIDEO VISIT HOURS and GUIDELINES

Mondays 8am until 8pm
Tuesdays 8am until 8pm
Wednesday 8am until 8pm
Thursday 8am until 8pm
Friday 8am until 9pm
Saturday 8am until 9pm
Sunday 8am until 6pm

Prohibited Conduct

DAI Policy # 309.06.01 – VISITING is to be adhered to at all times.

PIOC are responsible to inform their visitors of all the rules governing their visit. Any violations will result in the termination of the visit and is subject to suspension of visits by the Security Director.

Conversation during visits will be held to a normal tone of voice as not to disturb others.

Only those scheduled to attend the visit are permitted to be seen and heard on the video screen.

Visitors are not permitted to record the visit.

Visitor Attire cannot have any of the following:

- Exposed Undergarments
- Clothing with revealing holes, tears or slits.
- Clothing or accessories with obscene or profane writing, images or pictures.
- Gang related clothing, headwear, shoes, logos or insignias.
- Transparent/translucent (see through) clothing.

Video Visiting will be terminated immediately if there is any suspicion of illegal activities or any behavior that would be deemed inappropriate in the visiting room setting or any behavior outlined as unacceptable in accordance with DAI Policy 309.06.01. This includes but is not limited to:

- Sexual acts or Nudity
- Drug or alcohol use during the visit
- Showing of objects identified as a threat (firearms, weapons, knives, etc)
- Inappropriate Language
- Inappropriate location of visitor (bar, nightclub, etc)
- Operating a vehicle during the scheduled visit
- Adding individuals to the visit after it has Started